

Superior Court Law Library Photocopier Refund Policy

I. PURPOSE

These guidelines serve to establish a means in which refunds are given for photocopier and computer print-release use in a consistent, non-arbitrary manner.

II. GENERAL POLICY

The general policy is that refunds are given for photocopier and computer print-release malfunctions. Refunds are not given for user errors.

III. GUIDELINES

- A. Paper jams are considered a machine malfunction for which refunds will be given. However, Circulation staff may verify the paper jam before giving a refund, if necessary.
- B. If a user complains that money was inserted in the photocopier but did not register, or that the machine did not return change, Circulation staff will refund the user's money after checking the machine and verifying the user's photocopies. However, if the user states that a \$5.00 bill did not register on the machine, or states that several dollars of change was not returned from a \$5.00 bill, Circulation staff must call the staff member responsible for photocopier maintenance, who will verify the user's complaint and, if verified, direct Circulation staff to provide a refund.
- C. If a user does not retrieve his or her change from the machine and later returns to find the change gone, no refund may be given.